



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Frontier Communications - Schuyler, Inc.
for Filing Period 7/1/2008 to 9/30/2008
Tracking Number 2392

Performance Data - Code Part 730

	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	4.61	5.15	3.75	4.50
B. Operator Answer Time - Information Section 730.510(a)(1)	5.15	4.82	4.77	4.91
C. Repair Office Answer Time Section 730.510(b)(1)	118.00 *	119.00 *	97.00 *	111.33 *
D. Business or Customer Service Answer Time Section 730.510(b)(1)	185.00 *	204.00 *	186.00 *	191.67 *
E. Percent of Service Installations Section 730.540(a)	93.75 %	98.04 %	98.41 %	96.73 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535	85.00% *	92.31% *	95.45 %	90.92% *
(a)				
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.00	0.70	1.20	0.97
H. Percent Repeat Trouble Reports Section 730.545(c)	4.00 %	0.00 %	3.00 %	2.90 %
I. Percent of Installation Trouble Reports Section 730.545(f)	6.25 %	5.88 %	0.00 %	4.04 %
J. Missed Repair Appointments Section 730.545(h)	2	1	2	2
K. Missed Installation Appointments Section 730.540(d)	3	1	1	2

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$183.25	\$1.91	\$2.01	\$187.17
B. Number of credits issued for repairs - 24-48 hours	0	1	1	2
C. Number of credits issued for repairs - 48-72 hours	2	0	0	2
D. Number of credits issued for repairs - 72-96 hours	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours	1	0	0	1
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	2	1	0	3
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	1	1
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	3	12	9	24
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0